



Impact Report

Organisation name

Zara's House Refugee Women and Children's Centre

Your name and position

Sister Diana Santleben, Secretary and Projects Co-ordinator

Please tell us a short story about someone who has benefited from this funding.

Bibi is a lovely young Afghan refugee. She was married about aged 17 and now has two boys aged 3 and 4. We had been offering classes in Dari literacy, (the national language of Afghanistan) to the women who, even though they had been living in Australia for 5 years and regularly attending TAFE English classes, were still in the 'Beginners' class. For some reason we struggled to get a Dari (Afghan) literacy class going. One day Bibi came to us with a friend to help with interpreting, and courteously explained that for her, Dari was not actually her 'Mother Language', Pashtu was her own family language. Could she offer literacy classes to the other Pashtu ladies. In no time at all the classes were attended by up to 10 ladies on Mondays and Tuesday mornings after English classes. She asked her mother to post her the Government curriculum. She's a fantastic teacher. Last Monday she told me in English without an interpreter that she is beginning to try harder to communicate in English, where before she had no confidence - "I don't care now I make mistake but I better understand" It made my heart sing!!

Please describe the impact that the specific TFN funding has had.

The specific TFN funding has been used in 6 amazingly wonderful ways: 1. A few hundred of our early childhood English language picture books have been translated into mother languages (Arabic, Dari or Pashtu - or a combination of two.) so that our ladies have books to read in their mother language to their own little children. 2. We have provided mother language literacy tutoring classes coupled with English literacy classes and introduction to Citizenship at least twice a week for 30 weeks up to now; and have the funds available for another 25 teaching weeks which will bring us to the middle of December 2019. 3. All of these weeks we have provided free child minding for the ladies of about 2 hours per day at least three mornings per week and the children have been actively engaged in their own bilingual early learning activities. 4. We have been able to purchase multilingual teaching materials both in Australia and from overseas, art materials, teaching aids for the children's centre, 5. We have been able to provide a comfortable and safe learning environment at Zara's House 5. We have been able to assist many of the ladies with their pastoral care family needs

Please provide a quantitative breakdown of how TFN funds have been used

TFN Financial Report

June 2018 to March 29 2019

Income \$69,572.00

Mother Language Literacy Program	\$28,140.00
Pastoral care for refugees and asylum seeker individuals and families	\$14,400.00
Uni Newcastle Consultancy for Mother Language Literacy Program	\$5,500.00
Insurance -Business and Public Liability	\$3,468.00
Rent - St Margarets Church and church hall to Jan 2019	\$2,640.00
Travel and fuel	\$1,602.00
Telephone	\$1,383.00
Printing, stationery, office supplies	\$1,188.00
Catering & other general expenses	\$872.00
Cleaning, repairs & maintenance	\$802.00
Electricity	\$544.00
	\$60,539.00

Balance Remaining \$9,033.00

Describe any ways the funding was used that differs from that described your original pitch

Our original pitch was given with the assumption that we could have the resources to offer Mother Language Literacy classes for a few months of 2018. Due to the amazing generosity of donors, we know we can offer classes until the end of 2019. This has meant that our program is not simply a 'pilot project', but it is assumed that by being able to extend the process we should be able to demonstrate academically that the idea has validity as a way to enhance English acquisition. We have been able to offer greater support for translating materials into arabic, pashtu and dari. We also have had the resources to support pastoral needs of families and to begin the process of academic research

How many people have been affected by programs or activities that were supported with TFN funding?

Directly we have provided support for about 20 Afghan ladies, 15 Syrian ladies, 8 Ethiopian ladies, 5 Iraqi ladies. They were accompanied by about 60 pre-school children and babies. We have a support team of 5Dari, 3Pashtu, 2 Amharic, 1Hazarah and 3Arabic literate native speakers who are involved as tutors or bilingual child minders. We have about 30 Australian ladies who act voluntarily as English tutors, child minders and centre staff members. Zara's House has in the past year had to raise more than \$700,000 to purchase our centre and to do very extensive renovations - this has involved hundreds of people and thousands of hours of volunteer effort from people in the Newcastle area. All of this, however, is founded on the fact that TFN provided the resources we needed to begin to do what all this effort was aimed to be achieved - the welcome and empowerment of refugee women and children into our city.

What measures did you use to assess the impact?

* Academic assessment from the University of Newcastle School of Education - to demonstrate effectiveness of our program (Before and after and attitudinal responses to the program) * The women mostly attend the program every day, even though it is sometimes inconvenient or difficult. The numbers are growing and women are inviting friends along. * There is a sense of ownership displayed by the women who do the tutoring and if a vacancy arises at least two others will put up their hands. * We do not expect significant change to be demonstrated in educational achievements for some years to come *

Describe three ways that your organisation has changed in the last 12 months since the event

Our public profile has grown significantly due to our involvement with TFN, Compass and the AMP experience. The money has been wonderful, but it has also opened the door to many people questioning public perceptions of refugees in Australia. We have been visited by and supported by local members of both Federal and State Parliaments, the Lord Mayor of Newcastle has sponsored fundraising events for us, and the evangelical churches have become actively involved in our work to welcome refugee women and children. It started with our media attention and has resulted in us close to paying the entire purchase price for our centre.

Over the last 12 months, did you receive any additional financial support from anyone you met through TFN?

Yes

How much and from whom?

Many people saw the Compass program and contacted us with offers of donations - from \$5 to \$10,000

Over the last 12 months, did you receive any goods in-kind and/or pro-bono services from anyone you met through TFN?

No

How important was TFN funding in helping you achieve your objectives this year?

We would have found it difficult to achieve our objectives without TFN funding

Has the TFN pitch coaching and mentoring helped you successfully secure funding from other sources you did not meet through TFN?

Yes

How much and from whom?

It was most helpful to have the critique of choice of language: Precision saves a paragraph!

What were some of the other benefits of participating in TFN?

Total enjoyment of the experience. Our work is often hard, sometimes even grim; because trauma and its long-term after effects rob many of our ladies of enthusiasm and self confidence. You gave us courage to believe that the impossible can happen if enough people work together. From a practical empty-handed standing start in March 2018 our group of refugee women and Australian women now not only are engaged in a fantastic educational endeavour, but we are doing it in a lovely building for which we only hold a \$100k mortgage!

Do you have any other comments or feedback on the TFN experience or funding process?

There are huge opportunities out there simply waiting to be discovered. You can possibly be the key because with your model people can say "Why Not!"